



# SCOTT FORDIN

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## SERVICES

- Technical documentation & illustration
- Online & inline help systems
- Publication & project management
- Usability testing & design
- Training materials & courseware
- Information architecture & design
- Technical articles & executive briefings
- Screencasts & narration

## SUMMARY

- **Developer-oriented projects** — For the past twenty years, most of my work has been on developer-oriented projects, including the following:
  - Installation & configuration guides
  - API references & code samples
  - Tooltips & inline help integrations
  - Product specifications & proofs-of-concept
  - Product testing & deployment
  - Runbooks & troubleshooting procedures
- **End-user projects** — I have also completed many projects for less technical audiences, including the following:
  - Product documentation & information systems
  - Context-sensitive online help systems
  - Training materials & live presentations
  - Executive briefings, product summaries & presentation graphics
  - Magazine articles & photos
- **Publications & development support** — As part of my developer-oriented and end-user work, I have provided publications and development support on many projects, including the following:
  - Documentation & graphics templates, primitives & exemplars
  - Information designs & tagging structures
  - Editorial standards & guidelines
  - Usability tests & UI designs
  - Tools & utility scripts for writers & developers
  - Jira, Confluence & SharePoint project design, macros & maintenance
  - Localization standards & management
  - Export, legal & trade compliance

## SOFTWARE TOOLS

- **Writing** — Arbortext, Bear, Byword, Drafts, Editorial, Emacs, FrameMaker, FreeMind, LibreOffice, Notepad++, oXygen, Scrivener, SimpleMind, Sublime Text, TeXShop, TeXstudio, vi/vim, Word
- **Graphics** — Affinity Designer & Photo, Amadine, Concepts, Focos, GIMP, Illustrator, Inkscape, Lightroom, Linearity Curve, Photoshop, PowerPoint, Procreate, Snagit, Visio
- **Audio & video** — Audacity, Camtasia, Ferrite, ffmpeg, HandBrake, ID3 Editor, Linearity Move, Premiere, Reaper, Subler, TMPGEnc, Vegas Studio
- **Markup & tagging** — CSS, HTML, JSON, Markdown, SGML,  $\text{\TeX}/\text{\LaTeX}$ , XML, YAML
- **Content management** — Confluence, Drupal, GitHub, InDesign, SharePoint, WordPress
- **Source control & issue tracking** — CVS, Git, Jira, Perforce, Subversion
- **Scripting & coding** — Bash/KSH/ZSH, CGI, Java, JavaScript, Perl, PHP, Python
- **Containerized deployment** — Ansible, Docker, Helm, Kubernetes
- **Ab Initio** — Authorization Gateway, Co>Operating System, Co>Relate, Control>Center, GDE, Metadata Hub, Query>It, Technical Repository
- **Operating systems** — iOS, iPadOS, MacOS, Linux, Solaris, Windows

## FOR MORE INFORMATION

The remainder of this résumé lists only my most recent work. Please [see my website](#) or [contact me](#) for samples and details about my older work — for example, at Kurzweil Computer Products/Xerox Imaging Systems, Project Software and Development, NuSphere Corporation, Torrent Systems, Thomson Financial, and Wang Laboratories, among many other clients.

## EXPERIENCE

### AB INITIO LLC

Lexington, Massachusetts

June 2011–March 2024

*Technical documentation & illustration, information architecture, graphics tools, custom consulting solutions*

- Embedded for five years (March 2016–February 2021) at JPMorgan Chase (JPMC) as part of several Ab Initio field-consulting and development teams
- “Loaned” to JPMC for a non-Ab Initio Sheltered Harbor project (emergency standards and protocols under the auspices of the US Treasury Department)
- Documented Ab Initio custom field-consulting solutions for various clients:
  - Ab Initio-on-Cloud Migration and Site Mover (Capital One)
  - Customer Interaction Platform (XL, Telkomsel)
  - Active>360 (XL, Telkomsel, Barclays Bank)
  - Co>Relate, Metadata-Driven Warehouse Platform, Productivity Pack (shared)
- Established an internal documentation graphics standards team:
  - Cataloged and analyzed over 4500 images from the then-current product documentation to assess effectiveness, inconsistencies, and workflows
  - Wrote PHP, KSH, CSS, and cron scripts to generate nightly and on-demand image galleries from nightly documentation builds
  - Configured and maintained several Apache application servers to host image galleries and graphics tools
  - Created Illustrator, Photoshop, and Visio templates, styles, stencils and primitives; developed Snagit Profiles, Quick Palettes, and Stamp sets
  - Wrote graphics standards and tools chapter for the internal *Writer’s Guide*
- Documented portions of the *Co>Operating System Configuration Variable Reference* and *Co>Operating System Component Reference*
- Principal on the Control>Center documentation team through several releases

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### ORACLE CORPORATION

Burlington, Massachusetts

February 2010–June 2011

*Technical documentation & illustration, information architecture & tooling, German translation*

- Documentation lead for the Web Space Server project
- Documented the first major releases of the commercial and open-source versions of the fully Oracle-branded GlassFish Server product
- Contributed illustrations and German localization of code samples for the *Java EE 6 Tutorial*
- Performed product assessments, workflow analyses, and provided tooling and script support as part of the Sun-to-Oracle transition team

## SUN MICROSYSTEMS

Burlington, Massachusetts

March 1993–February 2010

*Technical documentation & illustration, multimedia authoring, information architecture & tooling, coding standards, German translation*

- Led Sun's XML website for three years:
  - Developed overall information and site design
  - Wrote and illustrated more than twenty technical articles and executive summaries
  - Shepherded more than twenty new XML technologies through packaging, localization, copyright, and export control
- Contributor on various Worldwide Web Consortium (W3C) and Java Community Process (JCP) API specifications and draft proposals, including WSCI, JAXB, WSPL, XML Pipeline, Java Management Beans, StAX
- Awarded co-patent for inline help mechanism used in Solaris Management Console
- Founder and co-lead of Online Help Development and Technical Authoring teams:
  - Member of SGML tagging standards team
  - Developed corporate-wide style guides and SGML tagging structures
  - Wrote PHP and shell scripts to migrate document sources from FrameMaker to SGML and to automate document source management and production
- Documentation lead for Web Space Server project:
  - Wrote and illustrated documentation for open-source and proprietary products
  - Created and narrated several series of screencasts
  - Gave trade-show demonstrations
- Documentation lead for Sun Social software:
  - Wrote and illustrated product documentation
  - Created and narrated several series of screencasts
- Documentation lead for Java Compatibility Test Suite and TCK documentation sets for twenty-four individual Java technologies
- Designed and wrote online help systems and Web-based programming guides for Solaris Enterprise Manager, Solaris Management Console, Solaris DHCP Server, NT-NFS, SunPC

## LOUISIANA ENERGY SERVICES, NATIONAL ENRICHMENT FACILITY

Eunice, New Mexico

(contract) July–December 2006, June–December 2007

*German translation, technical documentation & illustration, courseware, content management*

- Wrote German-to-English translations of technical whitepapers, specifications, regulations, facilities procedures, and legal correspondence on nuclear medicine, nuclear safety, accident planning, nuclear enrichment plant design and maintenance, building codes and regulations
- Wrote English summaries of German sources (abstracts, TOC, LOF, LOT) for fifteen nuclear enrichment plant, environmental, and health specifications
- Translated *UF<sub>6</sub> Compendium* (an introduction to uranium hexafluoride production and its roles in nuclear enrichment and reprocessing) from German into English
- Developed information architecture for company-wide Documentum implementation

## PUBLICATIONS

- “**The Java EE 5 Tutorial**”; Addison-Wesley, 2006, 2008, 2010 (contributing author); ISBN-13: 978-0321490292
- “**The Java Architecture for XML Binding (JAXB) 2.0**”; Java Community Process (JCP) specification, April 19, 2006 (contributing editor)
- “**Web Service Choreography Interface (WSCI) 1.0**”; World Wide Web Consortium (W3C) Note 8, August 2002 (contributing author, editor)
- “**XML Pipeline Definition Language Version 1.0**”; World Wide Web Consortium (W3C) Note 28, February 2002 (contributing editor)
- “**Wabi 2: Opening Windows**”; Prentice-Hall, 1996 (wrote, illustrated, designed; named a “Best Book of 1996” by *Unix Review* magazine, June 1997); ISBN-13: 978-0134616179
- “**Visual distress signals**”; *SAIL* magazine, December 1980, Volume 11, Issue 12 (writing and photographs for article about safety flares and other visual distress signals)
- “**Cross-Atlantic Yacht Race**”; *Nikon World* magazine, January 1977, Volume 9, Number 3 (photographs for article about transatlantic sailboat race)
- “**A Seaman They Called ‘Young Boy’**”; *Long Island Newsday* magazine, April 25, 1976 (photographs and was interviewed for article about transatlantic sailboat race)

## EDUCATION

### Tufts University, B.A. English, 1982

- Minor focuses in Engineering Sciences and Fine Arts
- Completed five Independent Studies (Tufts affiliation) through Boston Museum of Fine Arts School: Animation, Choreography (x2), Painting (x2)
- Fulfilled University Language Requirements in German and Spanish